



Reference: FOI3478

Request:

1. Do you offer a Telecare/Assistive Technology/Technology Enabled Care to your residents?

Yes

2. If so, what is its name and who provides the current Service?

Care Call, North Tyneside Council

3. If not, how is this provided in your area?

N/A

4. If provided, please indicate which elements of the following are provided.

Care Call provide all elements listed below

a. Equipment

b. Assessments

c. Installation

d. Monitoring

e. Mobile Response

5. Please indicate of these elements, which ones are provided either In-House or whether they are Outsourced.

All are provided from our In house Care Call service

6. If they are provided In-House, please indicate which Council Function has responsibility for the elements of the service.

Care Call falls under HECS (Health, Education, Care and Safeguarding)

7. If they are provided through outsourcing, please indicate which provider companies supply the different elements.

N/A

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8. If these elements (or the whole service) are outsourced, can you tell us the start date of the contract and what the expected end date is? Upon expiry of the contracts, do you intend to go out to tender?

N/A

9. If the services are In-House, are there any plans to review existing arrangements and if so when is this likely to take place?

No current plans to review the existing arrangements

10. For the outsourced services are you able to indicate an annual cost of the service?

N/A

11. How many registered users do you have for these services?

3,500

12. If you provide a mobile response service, can you please indicate on average, per annum, how many people receive this service and how many call outs there are?

2,800 receive the Mobile response service, circa 8,000 call outs per year

13. Do you charge for any element of the service – if so which elements? And can you please provide your charges.

Customers can opt for the following services

*Level 1 £3.83 per week - Monitoring service only

Level 2 £6.00 per week - Mobile response with 2 piece of equipment

Level 3 £9.00 per week - Mobile response with >2 pieces of equipment (assessed needs)*

14. Have you made the transfer from analogue to digital in your services? And if not, what are the plans for doing this by 2025?

Yes

15. Do you have a lead for TECS in the council and if so, could you provide a contact email for the individual please?

Susan.redpath@northtyneside.gov.uk



North Tyneside Council

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16. Do you have a lead commissioner in the council for these services and if so, could you provide a contact email for the individual please?

Scott.woodhouse@northtyneside.gov.uk

17. Is your council reviewing telecare services/assistive technology at the moment? If so, what is the contact name of the person who is leading this review and what is the reason for reviewing these services?

Not currently reviewing the service

18. If In-House, do you procure your TECS equipment through a procurement framework and if so please give details of which ones?

Telecare equipment is purchased through North Tyneside Council's procurement framework.

19. What 'self-serve', privately funded options are there for your TECS services?

*Care Call is a universal service *

20. Do you have a link to a traditional community equipment service for these services, and if so which service?

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Care call provide telecare via assistive technology, we are currently piloting the use of technology enabled care with the use of digital technology

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